



ERAU Distance Learning Student Satisfaction Survey

Dear ERAU student,

This survey will take approximately 15 minutes to complete. Please keep in mind all survey responses are confidential.

If you have questions regarding this survey, or if you would like a copy of the results, feel free to contact us at instrsch@erau.edu or phone number: 386-226-6225.

Directions: Be sure to read all options before selecting an answer. When you are finished with the entire survey click the "SUBMIT SURVEY" button at the bottom of the form. If you make a mistake or wish to start over, click the "CLEAR FORM" button also at the bottom of the form.

Note: It is important to let your responses navigate you through the survey and not use the "back" or "forward" buttons of your browser.

Please type the code number (which was included in the text of your letter) in the space provide below. This will also remove your name from our follow-up mailing lists for this project.

Code #

1. At ERAU, I have taken ... (select all that apply).

- Online Distance Learning classes
- Daytona Beach Campus classroom classes
- Prescott Campus classroom classes
- Extended Campus Resident Center classroom classes
- Text-Based Distance Learning classes (text book, video, and study guide version)
- Other

If other, please explain.

2. Total number of ERAU online classes completed

- This is my 1st online class

- 1
- 2-3
- 4-5
- 6-10
- more than 10

3. When you register for your online classes, where do you register?

- at an Extended Campus Resident Center
- with the Distance Learning Enrollment Office (DLEO)
- at the Daytona Beach Residential Campus
- at the Prescott Residential Campus

OVERALL EXPERIENCE WITH THE UNIVERSITY

4. Indicate whether each of the reasons below was a major, minor, or not a reason for selecting ERAU in pursuing your higher educational goals.

	Major reason	Minor reason	Not a reason
Advancing my career in aviation/aerospace	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Degree completion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reputation of ERAU in aviation/aerospace education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal self satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personalized attention prior to enrollment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparation for future employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recommendation from family/friends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Selection for promotion/raise/commission	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Credits awarded for military training, FAA ratings, Airline experience, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other, please specify.

5. How satisfied are you with your overall university experience at ERAU?

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Not satisfied at all

6. If you had to do it over again, would you still choose to attend ERAU?

- Definitely yes
- Maybe yes
- I don't know
- Maybe not
- Definitely not

ERAU ONLINE EDUCATION

7. Indicate whether each of the reasons below was a major, a minor, or not a reason for taking online classes at ERAU.

	Major reason	Minor reason	Not a reason
I like the convenience of not having to travel to campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I like the flexibility of doing the coursework on my own time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I had scheduling conflicts with other sections of this class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was the only section available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to try online classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I prefer online classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work schedule does not permit me to take classroom classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I live too far from a campus or resident center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If other, please specify.

8. Overall, how satisfied are you with ERAU's online classes?

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Not satisfied at all

9. How has your online class experience met your expectations?

- Much better than I expected
- Better than I expected
- About what I expected
- Worse than I expected
- Much worse than I expected

10. If you had to do it over again, would you enroll in ERAU's online classes?

- Definitely yes
- Maybe yes
- I don't know

- Maybe not
- Definitely not

ONLINE VS. CLASSROOM

11. In general, how would you say ERAU online classes affect the following as compared to traditional classroom instruction?

	Increased	Somewhat increased	No difference	Somewhat decreased	Decreased
The amount of your interaction with other students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of your interaction with other students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The amount of your interaction with the instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The quality of your interaction with the instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ONLINE INTERACTION

12. In general, how would you rate the AMOUNT of interaction with your INSTRUCTOR in your ERAU online classes?

- Far too much interaction
- Too much interaction
- About the right amount of interaction
- Not enough interaction
- Not nearly enough interaction

13. In general, how would you rate the AMOUNT of interaction with other STUDENTS in your ERAU online classes?

- Far too much interaction
- Too much interaction
- About the right amount of interaction
- Not enough interaction
- Not nearly enough interaction

14. Overall, how satisfied are you with the QUALITY of interaction with your INSTRUCTOR in your ERAU online classes?

- Very satisfied
- Somewhat satisfied
- Neutral
- Somewhat dissatisfied
- Not satisfied at all

15. Overall, how satisfied are you with the QUALITY of interaction with other STUDENTS in your ERAU online classes?

- Very satisfied
- Somewhat satisfied

- Neutral
- Somewhat dissatisfied
- Not satisfied at all

Please comment on the amount and quality of your interaction with other students and/or faculty

ACADEMIC PROGRAMS and INSTRUCTION

16. Indicate your level of agreement with each of these statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
There is a good variety of classes provided online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the overall quality of online instruction at ERAU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty members are readily accessible for consultation through e-mail	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty members make me feel at ease to ask questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty provide timely feedback about student progress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I understand the methods by which I am graded	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The faculty, when appropriate, relate course subject matter to practical applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Program requirements are clear and reasonable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My degree program appropriately addresses the needs of aviation, aerospace, and related industries (military and civilian)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the overall quality of my program of study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Overall, what do you like MOST about taking ERAU's online classes?

18. Overall, what do you like LEAST about taking ERAU's online classes?

19. Please indicate your level of agreement with the following statement from the standpoint of an online student.

I would recommend ERAU's online classes to a prospective student.

- Strongly agree
- Agree

- Neutral
- Disagree
- Strongly disagree

Why?

STUDENT SERVICES

20. Please indicate your level of agreement with each of these statements from the standpoint of an ONLINE student.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
ERAU provides me with accurate enrollment advisement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ERAU staff is available to help me resolve academic problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ERAU staff is available to help me resolve administrative problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information regarding ERAU's registration process is readily available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive adequate support and assistance throughout the registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admissions staff responds to prospective students' needs and requests	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admission counselors accurately portray ERAU in their recruiting practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial transactions take place with little delay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Channels for expressing students' concerns are readily available to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I seldom get the "run-around" when seeking information at ERAU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive my books and class materials on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ERAU staff is readily accessible to answer questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ERAU staff explain the application and admission process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ERAU staff is available to assist with technical difficulties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ERAU staff respond to e-mail, phone calls, and written correspondence in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ERAU LIBRARY RESOURCES

21. Please indicate your level of agreement with each of these statements from the standpoint of an ONLINE student.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Never used	Did not receive
The 'Guide to Library Resources' provided me with useful information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 'Web Databases' brochure helped me find information I needed for my coursework	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 'Voyager: the Online Catalog' brochure helped me in using the online catalog	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Never used
The ERAU library's web pages link me to all of the library's resources and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to web databases and indexes is helpful in obtaining information needed for my assignments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ERAU library staff is knowledgeable and helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

VETERANS' AFFAIRS

22. Indicate your level of agreement with each of these statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
The University Veterans' Affairs Office provides me with adequate counseling that helps me understand the VA Education Benefits Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The University Veterans' Affairs Office provides me with helpful and courteous service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The University Veterans' Affairs Office staff responds to my requests in a timely manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

FINANCIAL AID

23. Indicate your level of agreement with each of these statements:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Not applicable
Financial aid publications and information are accessible to me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The University Financial Aid Office provides me with helpful and courteous service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive adequate financial aid counseling that helps me understand the financial aid process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

DEGREE PROGRAM

24. Please indicate your degree program. (select only one).

(Click here to choose) ▼

If other, please explain.

CURRENT EMPLOYMENT

25. Are you currently employed?

- Full time
- Part time
- Unemployed

Which area best describes your primary field of work? (skip if not employed)

(Click here to choose) ▼

If other, please explain.

Please write any additional comments regarding your experiences as an online ERAU student.

Thank you for taking the time to fill out this questionnaire!

Submit Survey

Clear Form